

Nebraska Food Cooperative – Producer Procedures

Title: Delivery Day – Omaha Hub

Date: 10/12/08

Purpose: The purpose of this procedure is to instruct producers on delivery procedures for the Omaha Hub.

1. The NFC drop-off site for the Omaha Hub is located at Jane's Health Market on the basement level. The basement level can be accessed by going to the back of the store and going down the basement stairs. The address is:

Jane's Health Market
6103 Maple Street
Omaha, NE 68104.

2. A check-in table is at the bottom of the stairs and a NFC Volunteer will be checking in the products brought by producers.
3. All products must be separated by customer as well as by location and labeled with the required NFC label. Please refer to the procedure titled "Printing Labels and Labeling Products for Delivery".
4. The producer MUST wait until all items have been checked in and verified.
5. If a problem exists with any product, it will be documented on the Invoice Adjustment Sheet, where the following details are recorded:
 - Customer Name
 - Customer Member Number
 - Missing Item (including the producer, the item number and the name of the item)
 - Other Adjustments (damage, etc.)
 - Adjustment made to the customer invoice
 - Adjustment made online.
6. Once these items have been documented, the producer must initial the entry on the form. This insures that the amount charged to the customer and the amount paid to the producer is correct.
7. Once all items have been checked in and any adjustments have been entered and signed for, the producer is finished.